

## Ombudsman Complaint Codes

Effective Oct 2019

Code	Description
<b>A</b>	<b><i>Abuse, Gross Neglect, Exploitation</i></b>
A-1	Abuse: physical
A-2	Abuse: sexual
A-3	Abuse: psychological
A-4	Financial exploitation
A-5	Gross neglect
<b>B</b>	<b><i>Access to Information</i></b>
B-1	Access to information and records
B-2	Language and communication barriers
B-3	Willful interference with ombudsman
<b>C</b>	<b><i>Admission, Transfer, Discharge, Eviction</i></b>
C-1	Admission
C-2	Appeal process
C-3	Discharge or eviction, and bed hold
C-4	Room issues (roommate choice, moves)
<b>D</b>	<b><i>Autonomy, Choice, Rights</i></b>
D-1	Choice in health care (refuse care, treatment schedule)
D-2	Live in less restrictive setting
D-3	Dignity and respect, staff attitudes
D-4	Privacy (phone, visitors, treatment, intimacy)
D-5	Response to complaints, grievances
D-6	Retaliation
D-7	Visitors (access to, when, who)
D-8	Resident or family council
D-9	Other rights and preferences (smoke, vote)
<b>E</b>	<b><i>Financial, Property</i></b>
E-1	Billing and charges, refunds
E-2	Personal property/funds lost, stolen
<b>F</b>	<b><i>Care Arranged by the Facility, Including PASRR Services</i></b>
F-1	Accidents and falls
F-2	Response to requests for assistance
F-3	Care planning (participate, not followed)
F-4	Medications
F-5	Personal hygiene, including teeth
F-6	Access to and quality of health services (physician, hospice, dental, hearing)
F-7	Symptoms unattended (pain, change in condition)
F-8	Incontinence care
F-9	Assistive devices or equipment
F-10	Rehabilitation services (PT, OT, ST, restore)
F-11	Physical restraint
F-12	Chemical restraint

Code	Description
<b>G</b>	<b><i>Activities, Community Integration, Social Services</i></b>
G-1	Activities
G-2	Transportation
G-3	Conflict resolution between residents
G-4	Social services, including appointments
<b>H</b>	<b><i>Dietary</i></b>
H-1	Food services (quality, quantity, temperature, snacks, utensils)
H-2	Dining and hydration, staff fails to assist
H-3	Therapeutic or special diet
<b>I</b>	<b><i>Environment</i></b>
I-1	Environment (air, water, noise, odors)
I-2	Building structure (security, hazards)
I-3	Supplies (linens, toiletries), storage and furnishings (poor condition, unavailable)
I-4	Accessibility (space for activities or dining, ADA, barriers or obstructions)
I-5	Housekeeping, laundry, pest abatement, infection control
<b>J</b>	<b><i>Facility Policies, Procedures, Practices</i></b>
J-1	Administrative oversight (unresponsive, policies, failure to report, unlicensed facility)
J-2	Fiscal management, insufficient funds
J-3	Staffing (shortage, training, turnover, unresponsive, supervision)
<b>K</b>	<b><i>Complaints about an Outside Agency (Non-facility)</i></b>
K-1	Regulatory system
K-2	Medicaid
K-3	Managed care
K-4	Medicare
K-5	Veterans Affairs
K-6	Private insurance
<b>L</b>	<b><i>System: Others (Non-facility)</i></b>
L-1	Resident representative or family conflict, including family interference w/ resident wishes
L-2	Services from outside provider, including PASRR services
L-3	Request to transition to community setting